VIRGINIA "MONEY FOLLOWS THE PERSON" PROGRAM OVERVIEW 2

LOGGING IN 2

Q1: How do I log into the website? 2
Q2: How do I obtain my password? 2
Q3: What do I do if I did not receive or if I forget my password? 2

SPENDING LIMITS 2

Q4: Where do I find a consumer's spending limit? 2
Q5: How do I determine the spending limit for individual items? 3

ESTIMATES 3

Q6: What is an expense reimbursement estimate and why do I need it? 3
Q7: How do I create an estimate? 3
Q8: What goes in the notes field on the Estimates page (when adding an estimate?) 4
Q9: Are there any limits placed on any of the service items? 4
Q10: What if a consumer I am working with needs a service item that exceeds the allowed cap? 4

INVOICES 5

Q11: Do I have to provide justification for the service exception request? 5
Q12: How will DMAS determine whether an exception request will be granted? 5
Q13: Once an individual has transitioned from institution into the community and has to return to institution: what happens to the items purchased? What happens to the remaining funds and how long will the funds be available? 6
Q14: I do not want to create an estimate first. Can I just create an invoice? 6
Q15: How do I create an invoice? 6

INVOICE AND PAYMENT PROCESSING 7

Q16: How can I tell that PPL has received my invoice? 7
Q17: How do I view invoices that have already been processed for payment? 7
Q18: Is there an Agency Summary report? 8
Q19: What is the payment schedule and how can I tell when I will receive reimbursement? 9
Q20: When should I expect reimbursement for the invoice(s) I submitted? 9
Q21: How do I know what the status of the invoice payment is? 10
Q22: How do I view all services for which invoices and/or estimates for a consumer have been submitted? 10
Q23: How do I review all submitted invoices for a consumer? 10
Q24: How do I review all paid invoices for a consumer? 11
Q25: How do I create new users? 11
Q26: How do I deactivate a user account? 11
Q27: How do I reset the password for a user account? 12
Q28: What are the different rights and restrictions available to different users? How do I update a user profile to give expanded access options? 12

EFT ENROLLMENT AND CUSTOMER SERVICE 13

Q29: If I already have an EFT account set up with DMAS, do I need to set up another one with PPL? .. 13
Q30: How do I enroll in the EFT program and/or request change to my existing EFT enrollment? 13
Q31: Who can I call if I have additional questions? 13

Virginia "Money Follows the Person" Program Overview

PPL in conjunction with the Department of Medical Assistance Services (DMAS) has designed and developed a web portal that will become the core tool for managing MFP program information and operations. The purpose of the web portal is to manage and track enrollment, service authorizations, consumer spending, and provider network information.

Listed below are answers to most Frequently Asked Questions about how to use the MFP Program web application. We hope that this application serves your needs well and we always welcome your feedback.

Logging in

Q1: How do I log into the website?

A: Please type or copy and paste the following web address into your web browser to log in: https://fms.publicpartnerships.com/VirginiaMFP

Q2: How do I obtain my password?

A: Please ask your agency administrator, how to obtain a user name and password.

Q3: What do I do if I did not receive or if I forget my password?

A: Your agency administrator can create an account for you or reset your password if you forget it.

Spending limits

Q4: Where do I find a consumer's spending limit?

A: A consumer is authorized a lifetime $5,000 spending limit to be used within 9 months from authorization date. In addition to the lifetime limit, a $2,000 limit has been placed on each invoice. Any purchases over the $2,000 limit will require approval from DMAS to make the purchase.

Q5: How do I determine the spending limit for individual items?

A: There is no spending limit for individual items as long as the invoice amount does not exceed the $2,000. Please refer to the Service Category Matrix (Appendix B) for additional information. Please note that certain items have additional one-time use restrictions. For example, utility deposits can only be paid once.

Estimates

Q6: What is an expense reimbursement estimate and why do I need it?

A: An reimbursement estimate is a budget tool and is used for the following:

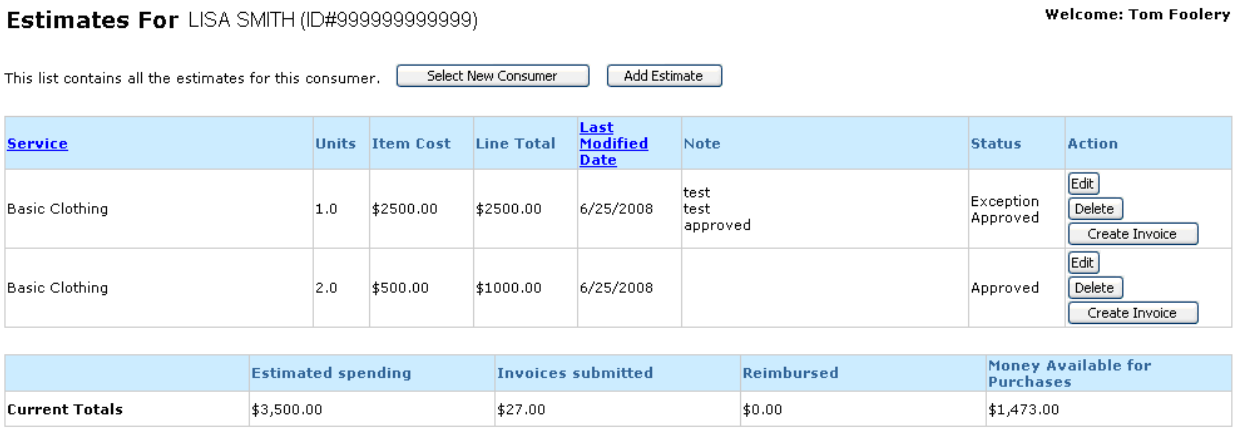
(1) Allocate money for purchases for a consumer participating in MFP Program. The *Current Totals* section at the bottom of the *Estimates* page shows you the remaining balance to assist you to plan for the purchases. Creating the estimate set asides money to purchase goods for the consumer. Purchases greater than the allowed cap require DMAS approval using the Exception request.

(2) Project cash flow. Because agencies have to upfront money to purchase goods or services for MFP consumers and then submit invoices to PPL for reimbursement, an estimate reimbursement provides agencies a planning tool used for cash flow projection. .

Q7: How do I create an estimate?

A: Before creating an estimate, you must select a consumer. To do so, go to *Consumer Search* page, enter the information you have about the consumer you are looking for and click the *Search* button. Once the list of consumers that match your search criteria comes up, click the *Select Consumer* link on the one you need. This will bring you to the estimates summary page.

Now you can click the *Estimates* link on the left, and then click the *Add Estimates* link. Here, you can enter new estimates in the top line, edit existing estimates, or create invoices from previously entered estimates.



Estimates For LISA SMITH (ID#999999999999)

Welcome: Tom Foolery

This list contains all the estimates for this consumer. Select New Consumer | Add Estimate

Service	Units	Item Cost	Line Total	Last Modified Date	Note	Status	Action
Basic Clothing	1.0	$2500.00	$2500.00	6/25/2008	test test approved	Exception Approved	Edit Delete Create Invoice
Basic Clothing	2.0	$500.00	$1000.00	6/25/2008		Approved	Edit Delete Create Invoice

	Estimated spending	Invoices submitted	Reimbursed	Money Available for Purchases
Current Totals	$3,500.00	$27.00	$0.00	$1,473.00

If a consumer has estimates created for items that will not be purchased, you may delete these estimates in order to allow the money to be used for other purchases (Note: at the bottom of the page a summary is displayed listing current estimates, invoices, and remaining balance in the consumer's account).

Q8: What goes in the notes field on the Estimates page (when adding an estimate?)

A: The notes field is there both for you and for the DMAS and PPL audit staff. It should be used to provide any relevant details about the Estimate and/or Invoice. When creating an Estimate, you can use the notes field to note which vendors/stores you have researched for the purchase, the name of the sales clerk who provided the estimate, item SKU# or product number, or any other information that will help you to make the purchase. When submitting an invoice you can edit the notes field to provide relevant details about the actual invoice/receipt. For example, you can note the return policy of the store, or name of the sales clerk, or order number – anything that may be useful to you in the future when reviewing the invoice during a PPL Desk Audit.

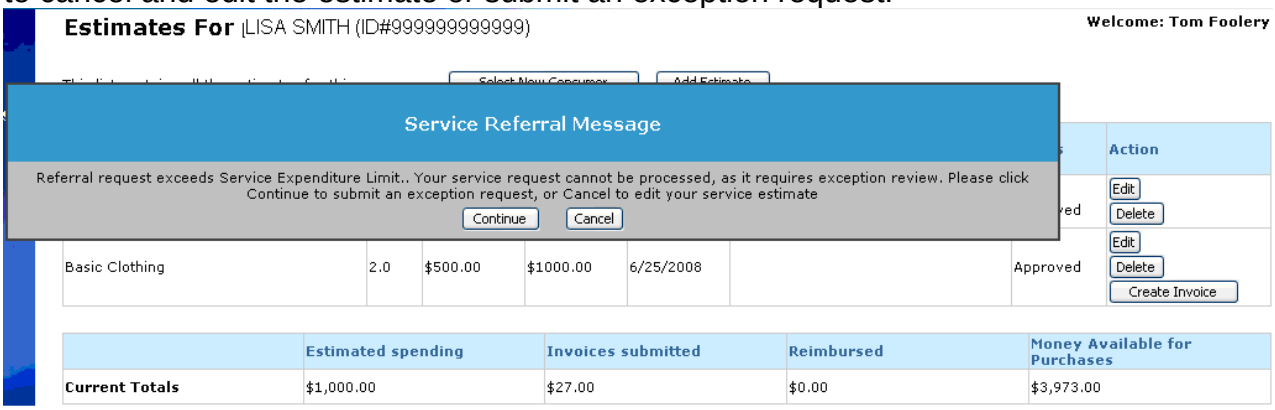
Q9: Are there any limits placed on any of the service items?

A: No, but there is a $2,000 limit on an invoice that you can submit without requiring an exception. Please refer to Appendix B. Service Category Matrix for details. You cannot spend over $2,000 on any one purchase/invoice unless an exception is requested and approved. Certain items also have additional one-time use restrictions (for example, utility deposits can only be paid once). Please refer to Q10 for instructions on submitting service exception requests.

Q10: What if a consumer I am working with needs a service item that exceeds the allowed cap?

A: First, check that there is enough money left in the consumer's budget to cover the purchase you intend to make for him/her. Then, create your estimate. When you are

trying to create an estimate for an amount exceeding $2,000, you will be given the option to cancel and edit the estimate or submit an exception request.



Please follow on-screen instructions if you would like to submit an exception request for your estimate.
DMAS will consider your exception request by reviewing supporting documentation you provided, describing the items to be purchased and the reason the exception should be granted. Please remember that the MFP program is designed to help individuals who are transitioning back into the community. The more details you provide to DMAS in support of the exception request, the easier and faster the decision process will be. Please do not purchase the item until your request has been reviewed and approved by DMAS.

Invoices

Q11: Do I have to provide justification for the service exception request?

A: Yes, the more details you provide, the easier it will be for DMAS to review the request and the sooner you will receive a response. If information provided is insufficient, DMAS staff may not approve the invoice, or may request additional information, therefore delaying your ability to make the purchase.

Q12: How will DMAS determine whether an exception request will be granted?

A: DMAS will use the notes and all documentation you have provided in support of the exception request to determine whether or not an exception should be granted. Examples of qualifying exemptions include special medical beds which may be required by the consumer, or items that must be custom ordered or installed for the consumer because of a disability or medical condition. It is recommended that the transition coordinator do due diligence (price shopping) in an attempt to bring the costs down. All of these details will help DMAS make the determination, so the more information you provide, the better and quicker the exception can be reviewed.

Q13: Once an individual has transitioned from institution into the community and has to return to institution: what happens to the items purchased? What happens to the remaining funds and how long will the funds be available?

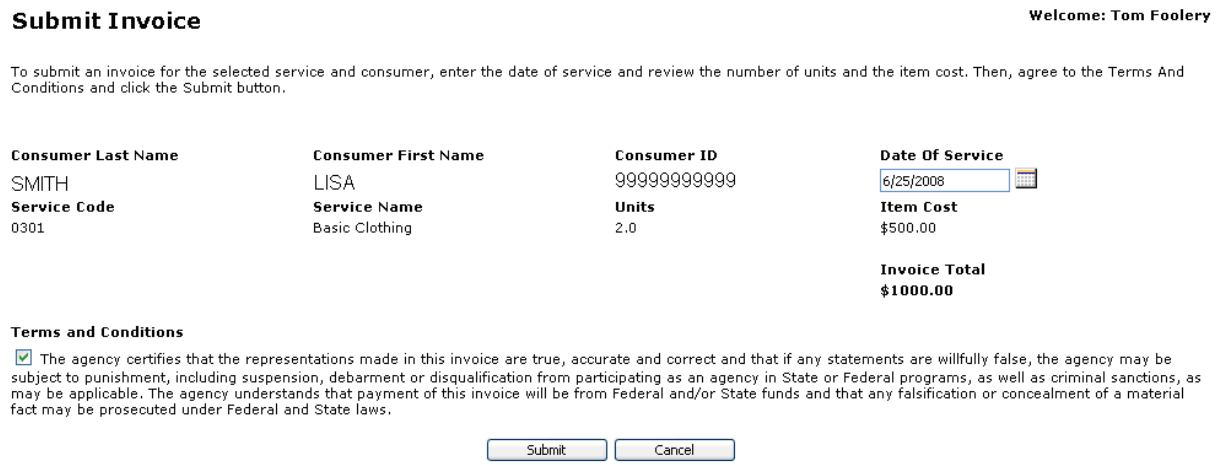
A: The items purchased belong to the consumer; any decisions in regards to the purchased items are up to the consumer in case the consumer is going back to an institution. While all MFP funds must be used within the 9 months following date of authorization a consumer is not eligible to use MFP funds while the consumer is re-institutionalized.

Q14: I do not want to create an estimate first. Can I just create an invoice?

A: No, you must create an estimate first, before creating an invoice. You can edit an estimate anytime before creating an invoice. Please note that you will need to edit an estimate to show exact dollar amount reflected on the receipt before submitting an invoice.

Q15: How do I create an invoice?

A: You can create an invoice from the *Estimates* page. First, locate the estimate you are looking to create an invoice from, edit the amount if necessary, and click on *Create Invoice*.

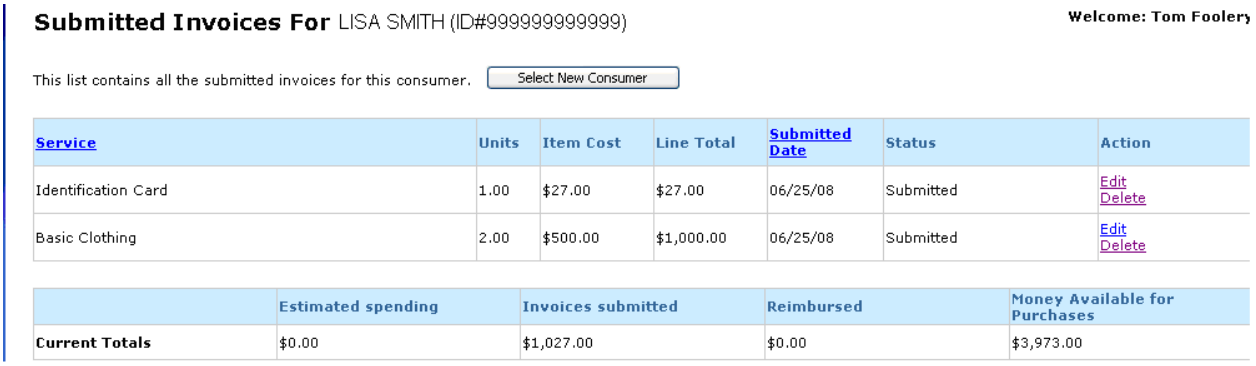

Submit Invoice
Welcome: Tom Foolery
To submit an invoice for the selected service and consumer, enter the date of service and review the number of units and the item cost. Then, agree to the Terms And Conditions and click the Submit button.
Consumer Last Name
SMITH
Consumer First Name
LISA
Consumer ID
99999999999
Date Of Service
6/25/2008
Service Code
0301
Service Name
Basic Clothing
Units
2.0
Item Cost
$500.00
Invoice Total
$1000.00
Terms and Conditions
The agency certifies that the representations made in this invoice are true, accurate and correct and that if any statements are willfully false, the agency may be subject to punishment, including suspension, debarment or disqualification from participating as an agency in State or Federal programs, as well as criminal sanctions, as may be applicable. The agency understands that payment of this invoice will be from Federal and/or State funds and that any falsification or concealment of a material fact may be prosecuted under Federal and State laws.
Submit
Cancel

Then, enter Date of service (date of purchase/service receipt), read the terms and conditions, check the box to indicate your agreement to the terms and conditions, and click *Submit*.
You can edit your invoice until its status changes to paid – that means a check or direct deposit has been created and you can expect to receive it on the date indicated on the schedule.

Invoice and Payment Processing

Q16: How can I tell that PPL has received my invoice?

A: You can go to *Submitted Invoices* page. Your invoice should be listed there as soon as you submit it. If there is an issue with the invoice, you will be notified when you are trying to submit and prompted to make necessary changes. An invoice that has been accepted by the system will be listed on the Submitted Invoices page until it is processed for payment on the Friday according to the payment schedule (See Appendix A: Payment Schedule)



Submitted Invoices For LISA SMITH (ID#9999999999999)

Welcome: Tom Foolery

This list contains all the submitted invoices for this consumer. Select New Consumer

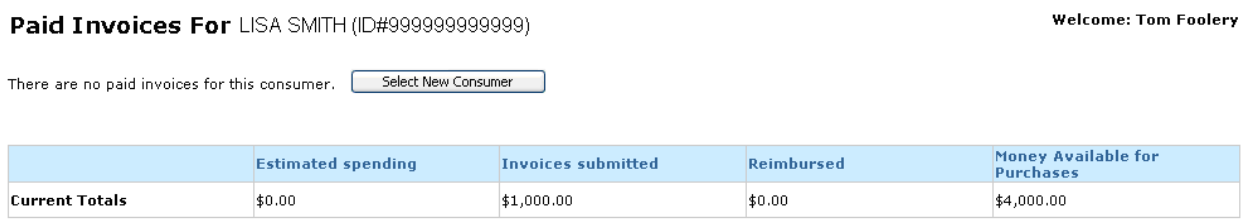
Service	Units	Item Cost	Line Total	Submitted Date	Status	Action
Identification Card	1.00	$27.00	$27.00	06/25/08	Submitted	Edit Delete
Basic Clothing	2.00	$500.00	$1,000.00	06/25/08	Submitted	Edit Delete

	Estimated spending	Invoices submitted	Reimbursed	Money Available for Purchases
Current Totals	$0.00	$1,027.00	$0.00	$3,973.00

Payments for all invoices submitted by 5pm on Thursday will be sent to your agency within 14 business days. They will be processed for payment by the system on the Friday following the Thursday 5pm submission deadline. You cannot edit your invoice through the website after its status is changed to Paid.

Q17: How do I view invoices that have already been processed for payment?

A: Click on the *Paid Invoices* page to view invoices processed for payment.



Paid Invoices For LISA SMITH (ID#9999999999999)

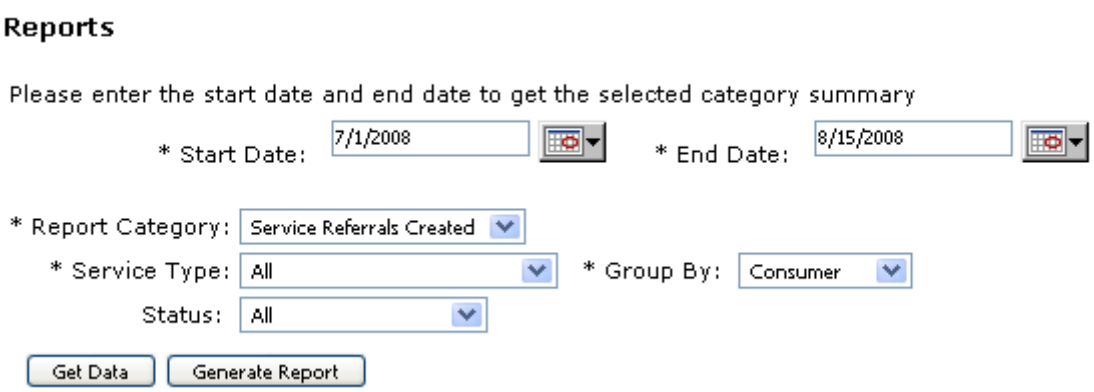
Welcome: Tom Foolery

There are no paid invoices for this consumer. Select New Consumer

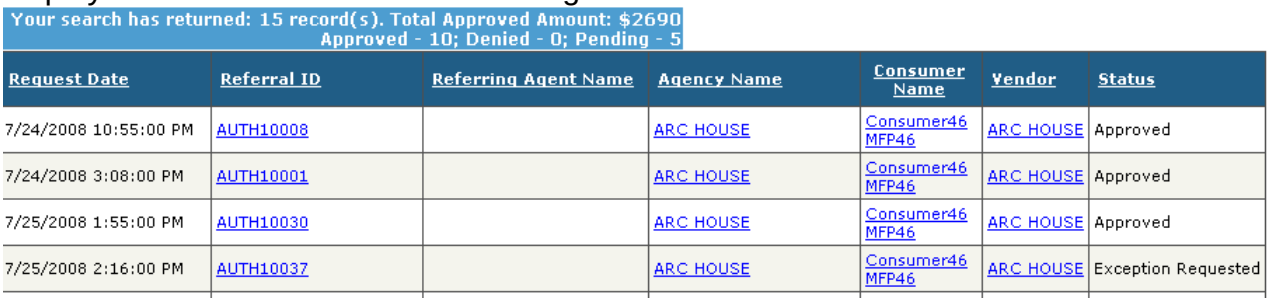
	Estimated spending	Invoices submitted	Reimbursed	Money Available for Purchases
Current Totals	$0.00	$1,000.00	$0.00	$4,000.00

Q18: Is there an Agency Summary report?

A: Yes, to access the reports, go to *Reports* page of the website:
The report currently available to you is the Estimates report. You can request to generate a report by entering values in one of the available fields (Date Range, Service Type, Status, etc):

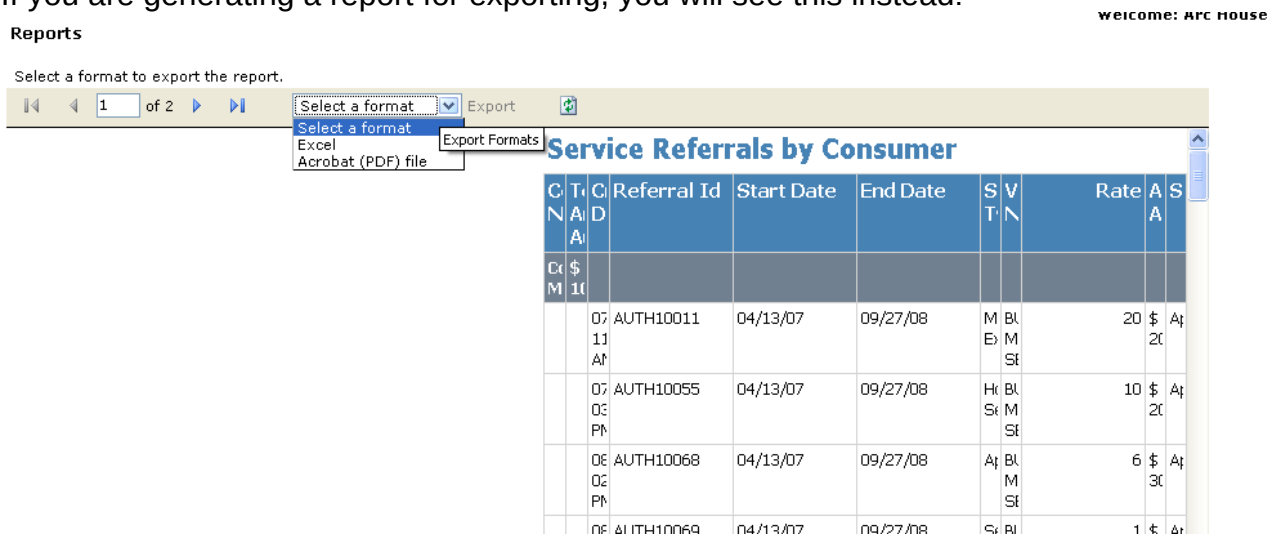

Reports
Please enter the start date and end date to get the selected category summary
* Start Date: 7/1/2008
* End Date: 8/15/2008
* Report Category: Service Referrals Created
* Service Type: All
* Group By: Consumer
Status: All
Get Data
Generate Report

Once you have entered the report parameters you are looking for, click on *Get Data* to generate an on-screen report or *General Report* to generate a file which you can export to an Excel or PDF file. Once your report is generated on screen, you will see results displayed in a fashion similar to the image below:



Request Date	Referral ID	Referring Agent Name	Agency Name	Consumer Name	Vendor	Status
7/24/2008 10:55:00 PM	AUTH10008		ARC HOUSE	Consumer46 MFP46	ARC HOUSE	Approved
7/24/2008 3:08:00 PM	AUTH10001		ARC HOUSE	Consumer46 MFP46	ARC HOUSE	Approved
7/25/2008 1:55:00 PM	AUTH10030		ARC HOUSE	Consumer46 MFP46	ARC HOUSE	Approved
7/25/2008 2:16:00 PM	AUTH10037		ARC HOUSE	Consumer46 MFP46	ARC HOUSE	Exception Requested

If you are generating a report for exporting, you will see this instead:



Q19: What is the payment schedule and how can I tell when I will receive reimbursement?

A: The payment schedule is created to help you determine when you can expect to receive reimbursement for the invoice(s) you have submitted. Please refer to Appendix A: payment schedule. If you submit the invoice(s) by date noted in column titled “Every Thursday” (1st and 3rd column), the payment will be issued by PPL on the corresponding date in the column titled “Every Wednesday” (2nd and 4th columns).

If you are signed up for Electronic Funds Transfer (EFT, direct deposit), you should see the money in your bank account within 24-48 hours from the Wednesday the payment was created on. Please note that some banks show the deposit later than others, so please check with your bank to find out what your bank’s policy is.

If you did not sign up for EFT, you can expect to receive a check payment within a day or two of the Wednesday payment date. Please note that some times mail is delayed by the postal service, especially on dates close to holidays such as Christmas and Thanksgiving. If you see the invoice on the website notes that it has been paid, you can be sure that the payment was mailed out to you. If you have concerns that you payment may be lost in the mail, please contact customer service.

Q20: When should I expect reimbursement for the invoice(s) I submitted?

A: All payments are issued within 14 business days from the Wednesday after the date of invoice submission, and refer to the payment schedule for details on when you can expect payment to be issued. Please allow additional time if you are receiving payments

by check. To enroll in Automated Clearing House (ACH) direct deposit, please fill out and submit the Electronic Fund Transfer (EFT) Enrollment form available on the "Forms" page of the website.

Q21: How do I know what the status of the invoice payment is?

A: You can go to the *Submitted Invoices* or *Paid Invoices* page to find out. If the invoice is still in the *Submitted Invoices* page – the payment has not been issued. If it is in the *Paid Invoices* page that means the payment has been issued and is on the way to you. If you are enrolled in EFT option, your payment should appear in your bank account 24 to 48 business hours after payment date. If you have recently submitted your EFT paperwork, you may still receive check payments for the first 2-4 weeks, while your documents are being processed. Please allow extra time during Bank holidays.

Q22: How do I view all services for which invoices and/or estimates for a consumer have been submitted?

A: You can go to the *Service Summary* page:

Service Summary For LISA SMITH (ID#999999999999)

Welcome: VA State Admin VA State Admin

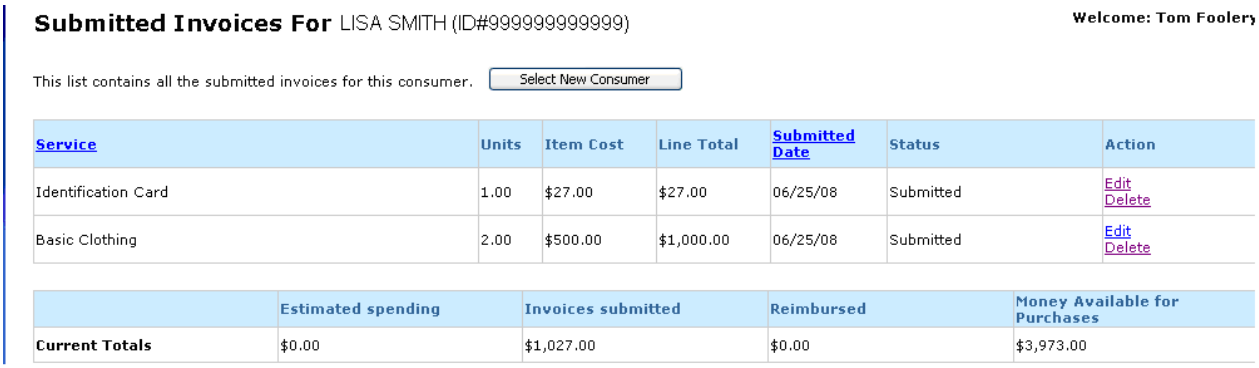
This summary contains all the estimates and invoices for this consumer by service. Select New Consumer

Service	Estimated spending	Invoices submitted	Reimbursed	Total spending summary
Basic Clothing Hide Details 6/25/2008 Estimate $2,500.00 6/25/2008 Estimate $1,000.00	$3,500.00	$0.00	$0.00	$3,500.00
Identification Card Hide Details 6/25/2008 Submitted Invoice $27.00	$0.00	$27.00	$0.00	$27.00
Totals (Authorized spending $5,000.00)	**$3,500.00**	**$27.00**	**$0.00**	**$3,527.00**

Click on *Show Details* link for any services for which you would like a summary to be displayed. Please note the summary totals at the bottom of the page.

Q23: How do I review all submitted invoices for a consumer?

A: Submitted Invoices page will list all recently submitted invoices for which payment have not been issued:



Submitted Invoices For LISA SMITH (ID#999999999999)

Welcome: Tom Foolery

This list contains all the submitted invoices for this consumer. Select New Consumer

Service	Units	Item Cost	Line Total	Submitted Date	Status	Action
Identification Card	1.00	$27.00	$27.00	06/25/08	Submitted	Edit Delete
Basic Clothing	2.00	$500.00	$1,000.00	06/25/08	Submitted	Edit Delete

	Estimated spending	Invoices submitted	Reimbursed	Money Available for Purchases
Current Totals	$0.00	$1,027.00	$0.00	$3,973.00

Q24: How do I review all paid invoices for a consumer?

A: Go to the *Paid Invoices* page:

Paid Invoices For BONNIE JONES (ID#001016925019)

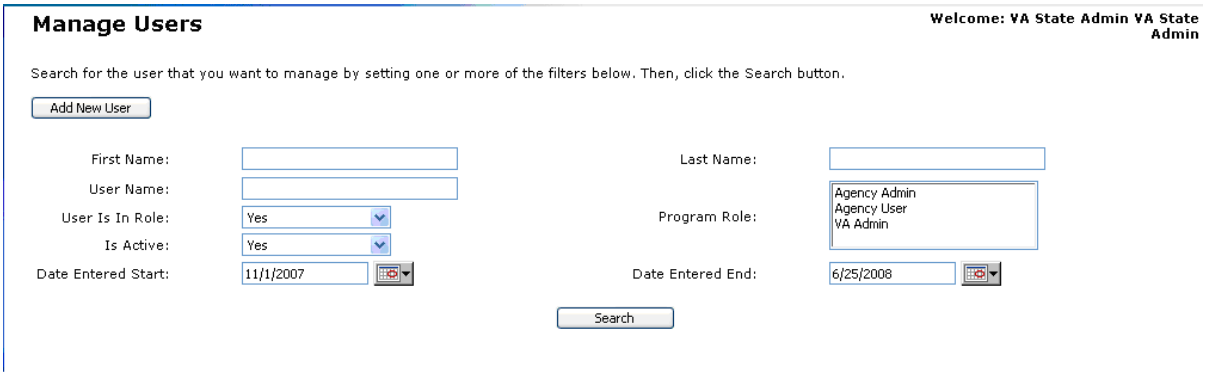
Welcome: Tom Foolery

There are no paid invoices for this consumer. Select New Consumer

	Estimated spending	Invoices submitted	Reimbursed	Money Available for Purchases
Current Totals	$0.00	$1,000.00	$0.00	$4,000.00

Q25: How do I create new users?

A: You can only create new users if you are an agency administrator. To do so, go to the *Manage Users* page:



Manage Users

Welcome: VA State Admin VA State Admin

Search for the user that you want to manage by setting one or more of the filters below. Then, click the Search button.

Add New User

First Name:
Last Name:
User Name:
User Is In Role: Yes
Program Role: Agency Admin, Agency User, VA Admin
Is Active: Yes
Date Entered Start: 11/1/2007
Date Entered End: 6/25/2008

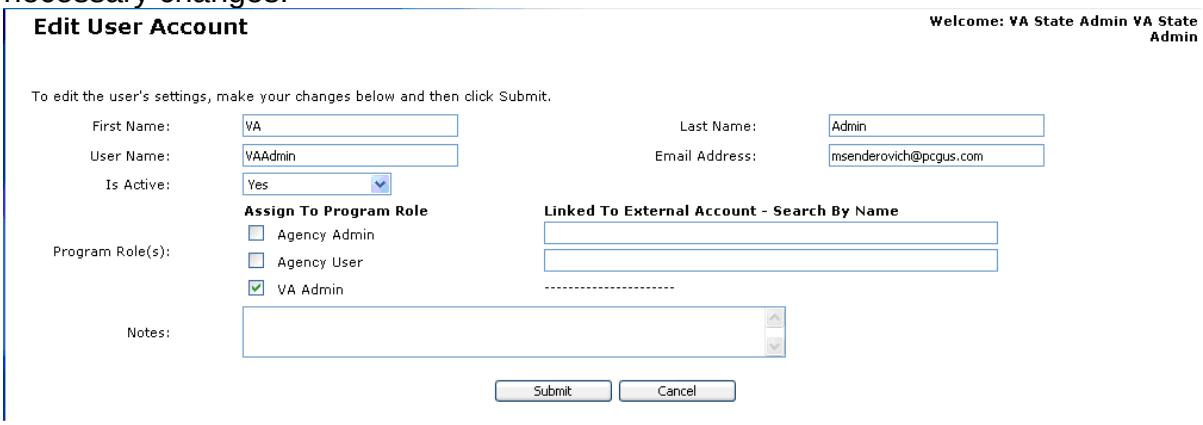
Search

From here you can search for existing users and manage their accounts, or create new users.

Q26: How do I deactivate a user account?

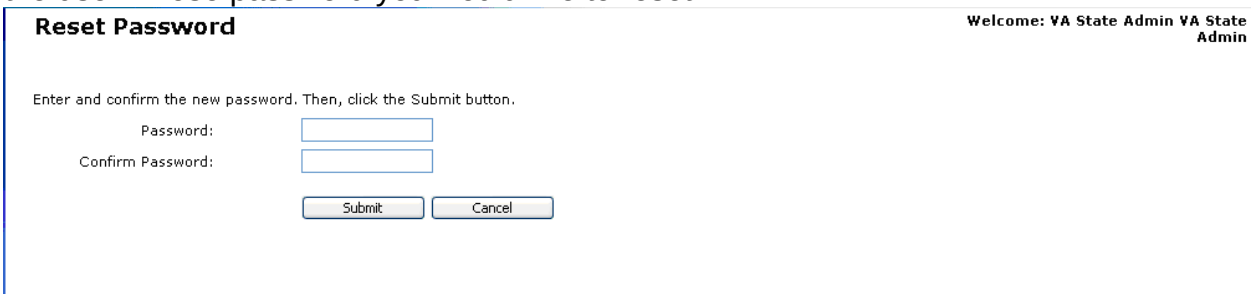
A: To deactivate a user account, go to the *Manage Users* page, and search for the person whose account you would like to deactivate:

Once you locate the correct account, you can use the Edit Account link to make the necessary changes.



Q27: How do I reset the password for a user account?

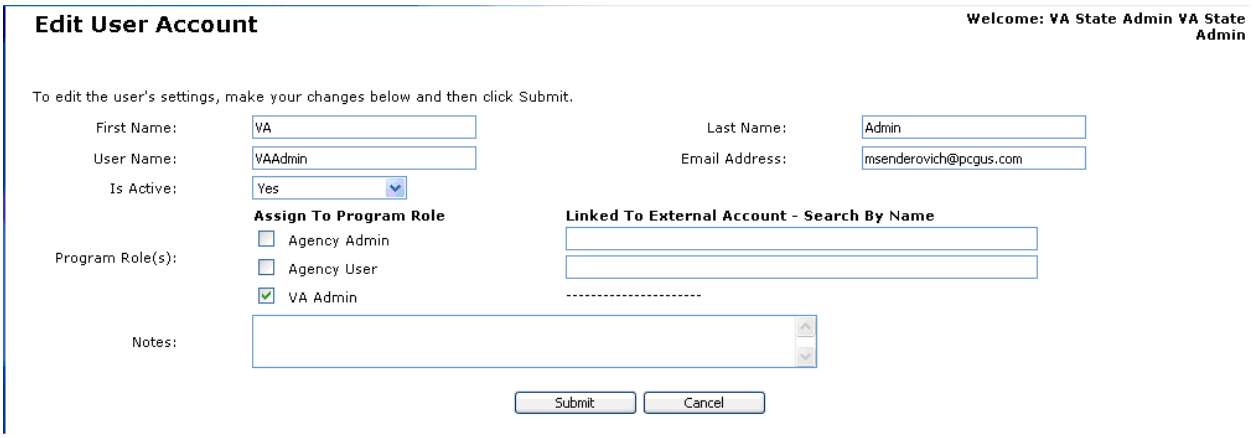
A: To reset the password for an account, go to the *Manage Users* page, and search for the user whose password you would like to reset:



Once you locate the correct account, you can use the Reset Password link to make the necessary changes.

Q28: What are the different rights and restrictions available to different users? How do I update a user profile to give expanded access options?

A: To edit user account privileges, go to the *Manage Users* page, and search for the person whose account you would like to update. Once you locate the correct account, you can use the Edit Account link to make the necessary changes.



EFT Enrollment and Customer Service

Q29: If I already have an EFT account set up with DMAS, do I need to set up another one with PPL?

A: Yes, PPL needs a separate EFT form from you in order to set up your account for electronic payments. You can print a copy of this form from the *Forms* page.

Q30: How do I enroll in the EFT program and/or request change to my existing EFT enrollment?

A: To enroll, please submit the completed EFT application to the address listed on the form. A form was included in the provider packet you have received from PPL and a copy can be downloaded from the *Forms* page of the website. Please follow the instructions listed on the EFT Instruction form and submit all required documentation with your completed and signed application. It will take 1-2 pay periods before the first direct deposit is processed – once that happens, all subsequent reimbursements will be made via direct deposit. Until the application is processed, you will continue to receive a check.

If you have changed your bank and/or bank account number, you need to submit a new EFT indicating what information has changed, and including the new, correct information. You will be required to submit all relevant documentation listed on the instruction sheet with your new application as well. Again, it may take 1-2 pay periods before the change is implemented and you will be receiving a live check during that time.

Q31: Who can I call if I have additional questions?

A: You can reach customer service at 1-866-529-7550 or by emailing us at vamfpppplfax@pcgus.com

Appendix A. Payment Schedule

VA DMAS MONEY FOLLOWS THE PERSON (MFP) Payment Schedule
Payment Reimbursement June 2011-December 2012
VA Department of Medical Assistance Services (DMAS)
Public Partnerships, LLC (PPL) -- Customer Service: 1-866-259-3009

Agency Enters Invoice(s) Per Approved Service Referral via the Web by 5:00 EST	PPL Will Issue Payment via Check or Direct Deposit and Mail Remittance Report via First Class Mail	Agency Enters Invoice(s) Per Approved Service Referral via the Web by 5:00 EST	PPL Will Issue Payment via Check or Direct Deposit and Mail Remittance Report via First Class Mail
Every Thursday	**Every Wednesday**	**Every Thursday**	**Every Wednesday**
June 30, 2011	July 20, 2011	April 5, 2012	April 25, 2012
July 7, 2011	July 27, 2011	April 12, 2012	May 2, 2012
July 14, 2011	August 3, 2011	April 19, 2012	May 9, 2012
July 21, 2011	August 10, 2011	April 26, 2012	May 16, 2012
July 28, 2011	August 17, 2011	May 3, 2012	May 23, 2012
August 4, 2011	August 24, 2011	May 10, 2012	May 30, 2012
August 11, 2011	August 31, 2011	May 17, 2012	June 6, 2012
August 18, 2011	September 7, 2011	May 24, 2012	June 13, 2012
August 25, 2011	September 14, 2011	May 31, 2012	June 20, 2012
September 1, 2011	September 21, 2011	June 7, 2012	June 27, 2012
September 8, 2011	September 28, 2011	June 14, 2012	July 4, 2012
September 15, 2011	October 5, 2011	June 21, 2012	July 11, 2012
September 22, 2011	October 12, 2011	June 28, 2012	July 18, 2012
September 29, 2011	October 19, 2011	July 5, 2012	July 25, 2012
October 6, 2011	October 26, 2011	July 12, 2012	August 1, 2012
October 13, 2011	November 2, 2011	July 19, 2012	August 8, 2012
October 20, 2011	November 9, 2011	July 26, 2012	August 15, 2012
October 27, 2011	November 16, 2011	August 2, 2012	August 22, 2012
November 3, 2011	November 23, 2011	August 9, 2012	August 29, 2012
November 10, 2011	November 30, 2011	August 16, 2012	September 5, 2012
November 17, 2011	December 7, 2011	August 23, 2012	September 12, 2012
November 24, 2011	December 14, 2011	August 30, 2012	September 19, 2012
December 1, 2011	December 21, 2011	September 6, 2012	September 26, 2012
December 8, 2011	December 28, 2011	September 13, 2012	October 3, 2012
December 15, 2011	January 4, 2012	September 20, 2012	October 10, 2012
December 22, 2011	January 11, 2012	September 27, 2012	October 17, 2012
December 29, 2011	January 18, 2012	October 4, 2012	October 24, 2012
January 5, 2012	January 25, 2012	October 11, 2012	October 31, 2012
January 12, 2012	February 1, 2012	October 18, 2012	November 7, 2012
January 19, 2012	February 8, 2012	October 25, 2012	November 14, 2012
January 26, 2012	February 15, 2012	November 1, 2012	November 21, 2012
February 2, 2012	February 22, 2012	November 8, 2012	November 28, 2012
February 9, 2012	February 29, 2012	November 15, 2012	December 5, 2012
February 16, 2012	March 7, 2012	November 22, 2012	December 12, 2012
February 23, 2012	March 14, 2012	November 29, 2012	December 19, 2012
March 1, 2012	March 21, 2012	December 6, 2012	December 26, 2012
March 8, 2012	March 28, 2012	December 13, 2012	January 2, 2013
March 15, 2012	April 4, 2012	December 20, 2012	January 9, 2013
March 22, 2012	April 11, 2012	December 27, 2012	January 16, 2013
March 29, 2012	April 18, 2012	January 3, 2013	January 23, 2013

Please be advised that shaded dates indicate possible U.S. Post Office delays due to national holidays.

Appendix B. Service Matrix

VA DMAS MONEY FOLLOWS THE PERSON (MFP) Service Matrix
VA Department of Medical Assistance Services (DMAS)
Public Partnerships, LLC (PPL) -- Customer Service: 1-866-529-7550

Service Code	Service Name	Service Description	Maximum Single Invoice Amount*
HOUSING TRANSITION:		**Payments to secure a healthy and safe residence on behalf of the consumer.**	
0101	Pest Eradication	One-time eradication of pest infiltration prior to consumer taking occupancy of residence.	$2,000
0102	Housekeeping Services	One-time payments for cleaning to ensure the healthy and safety of the consumer	$2,000
0103	Moving Expense	One-time payment to mover-for-hire or moving equipment rental. No storage cost.	$2,000
0104	Furniture	Payments for home furnishings such as tables, chairs, bedroom furniture and reasonable delivery and set up fees.	$2,000
0105	Household Supplies	Payments for household materials or supplies such as cleaning supplies, food preparation items, window coverings, bed/bath linen, and dishes.	$2,000
0106	Security Deposit	A one-time payment necessary to secure residence	$2,000
0107	Appliances	Payments for appliances such as refrigerator, stoves, microwaves, and resonable delivery and set up fees	$2,000
UTILITY DEPOSIT:		**Payments required in advance to establish an account on behalf of the consumer.**	
0201	Electric	Account must reference consumer name	$2,000
0202	Natural Gas/Propane Gas	Account must reference consumer name	$2,000
0203	Heating Oil	Account must reference consumer name	$2,000
0204	Basic Phone	Account must reference consumer name	$2,000
0205	Water/Sewer	Account must reference consumer name	$2,000
0206	Trash Removal	Account must reference consumer name. Payments can not be made on outstanding balances due to an old utility account	$2,000
BASIC NEEDS:		**Payments made for basic need items that the consumer will require immediately.**	
0301	Basic Clothing	Essential clothing or work uniforms required after leaving institution.	$2,000
0302	Identification Card	Fees paid to obtain a state or federal issued identification card for the consumer	$2,000

***Total invoice amount shall not exceed the $5,000 lifetime spending limit authorized by DMAS**
Revised August 20, 2008